

**REQUEST FOR PROPOSAL
PARKS AND RECREATION SYSTEM**

CITY OF WEST DES MOINES

The City of West Des Moines, Iowa as the managing agency for this RFP solicits interested firms to submit bids for an integrated Parks and Recreation system.

Submittals marked "RFP for Parks and Recreation System" will be received no later than 2:00 p.m., Central Time, on March 18, 2015, by:

Office of City Clerk
City of West Des Moines
4200 Mills Civic Parkway, Suite 2B
P.O. Box 65320
West Des Moines, IA 50265-0320

The winning Vendor for this RFP is expected to be a value-added vendor capable of addressing the City's needs for design, delivery, installation, custom integration, training, consulting, and assistance for the implementation of a Parks and Recreation system to the degree required by the City.

It is expected that the successful Vendor:

- 1) Will have directly invested in staff, training resources, and physical facilities logistically available to customers in the Des Moines metro area.
- 2) Will possess established in-house resources to provide integration expertise across a broad spectrum of technologies into the City's work environment.
- 3) Will be able to provide established in-house resources and expertise and operations support for parks and recreation systems, processes and procedures.
- 4) Will possess at least three years of established governmental experience in parks and recreation systems.

Vendors must have the resources and staffing available for timely response to requests for information, on-site installation, ongoing on-site and phone assistance for a Parks and Recreation system.

The City expressly states that it will NOT "beta-test" vendor's software and/or hardware.

Prices proposed shall be firm for six (6) months from the due date unless otherwise stated.

If you desire not to respond to this RFP, please forward your acknowledgment of NO PROPOSAL SUBMITTED to the above address.

I. Statement of Purpose

The intent and purpose of this Request for Proposal is to establish a contract to implement a Parks and Recreation System for the City of West Des Moines.

II. Scope of Work

The selected vendor will finalize user requirements, develop an implementation/ installation plan, install equipment, provide end-user training, and provide ongoing support.

III. Background, Technical Environment, and Key Issues and Capabilities.

See Appendix A

IV. Payment

Exact price and payment terms for software, consulting services, installation services, and ongoing support will be negotiated with the winning Vendor.

Any hardware purchases or installation service charges from the Vendor resulting from projects as part of this RFP will be paid the later of 30 days upon delivery of the equipment or the presentment of a correct invoice.

V. Timetable for the RFP

The RFP will follow the schedule below

Task	Date
Distribute RFP	2/20/2015
Advertisement date for RFP	2/20/2015
Last day for submitting questions to the contact person listed in Section 3 Part 13.1	2/27/2015
Written response to questions posted on City of West Des Moines web site	3/6/2015
Proposal Due Date	3/18/2015
Bid Opening	3/18/2015
Completion of First Phase Evaluation – Invitations to Prepare BAFO* Sent	4/1/2015
Vendor Presentations	TBD
Best and Final Offer Due	TBD
Completion of Evaluation of Proposals/ Presentations	TBD
Potential Award of Bid / West Des Moines City Council Meeting	TBD

* BAFO – Best and Final Offer.

SECTION 1
SUBMISSION COVER SHEET

Provide the following information regarding the person responsible for the completion of your proposal. This person should also be the person the City of West Des Moines and Proposal Review Team members should contact for questions and/or clarifications.

Name: _____	Phone Number: _____
Address: _____	Fax Number: _____
_____	E-Mail: _____

Subject to acceptance by the City of West Des Moines, the Vendor acknowledges that by submitting a proposal AND signing in the space indicated below, the Vendor is contractually obligated to comply with all items in this Request for Proposal (RFP), except those listed as exceptions on the Proposal Exception Summary Form. If no Proposal Exception Summary Form is included, the Vendor is indicating that it takes no exceptions. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. Vendors who sign below may not later take exception to any point during contract negotiations. The Vendor further certifies that the company represented here is an authorized dealer in good standing of the products/services included in this proposal.

Bidder certifies, by submission of this bid or proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. Furthermore, the contractor will pass this requirement on to subcontractors (if allowable) seeking subcontracts over \$25,000.

The bidder shall provide immediate written notice to the City of West Des Moines, West Des Moines City Clerk, if at any time they learn this certification has become erroneous by reason of changed circumstances.

_____/_____
Authorized Signature/Date

Name (typed or printed)	_____
Title:	_____
Company Name:	_____
Address:	_____

SECTION 2 PROPOSAL EXCEPTIONS

Please return the Proposal Exception Summary Form at the end of this section with any exceptions listed and clearly explained or state “No Exceptions Taken.” If no Proposal Exception Summary Form is included, the Vendor is indicating that it takes no exceptions.

1. Unless specifically disallowed on any specification herein, the Vendor may take exception to any point within this RFP, including a specification denoted as mandatory, as long as the following are true:

1.1 The specification is not a matter of State law;

1.2 The proposal still meets the intent of the RFP;

1.3 A Proposal Exception Summary Form is included with Vendor’s proposal;
and

1.4 The exception is clearly explained, along with any alternative or substitution the Vendor proposes to address the intent of the specification, on the Proposal Exception Summary Form.

2. The Vendor has no liability to provide items to which an exception has been taken. The City has no obligation to accept any exception. During the proposal evaluation and/or contract negotiation process, the Vendor and the City will discuss each exception and take one of the following actions:

2.1 The Vendor will withdraw the exception and meet the specification in the manner prescribed;

2.2 The City will determine that the exception neither poses significant risk to the project nor undermines the intent of the RFP and will accept the exception;

2.3 The City and the Vendor will agree on compromise language dealing with the exception and will insert same into the contract;

2.4 None of the above actions is possible, and the City either disqualifies the Vendor’s proposal or withdraws the award and initiates negotiations with another vendor.

3. Should the City and the Vendor reach a successful agreement, the City will sign adjacent to each exception which is being accepted or submit a formal written response to the Proposal Exception Summary responding to each of the Vendor’s exceptions. The Proposal Exception Summary, with those exceptions approved by the City, will become a part of any contract made under this RFP.

4. An exception will be accepted or rejected at the sole discretion of the City.

PROPOSAL EXCEPTION SUMMARY FORM

RFP Reference	Vendor Proposal Reference	Brief Explanation of Exception	City Acceptance (signed only if accepted)
(Reference specific outline point to which exception is taken)	(Page, section, items in Vendor's proposal where exception is explained)	(Short description of exception being made)	

SECTION 3

PROPOSAL SUBMISSION REQUIREMENTS

The objective of the Proposal Submission Requirements section is to provide vendors with the information required to submit a response to this Request for Proposal (RFP). A Vendor who has responded to previous RFP's issued by the City should not assume that the requirements are the same, as changes may have been made.

1. Failure to follow any instruction within this RFP may, at the City's sole discretion, result in the disqualification of the Vendor's proposal.
2. The City has no obligation to locate or acknowledge any information in the Vendor's proposal that is not presented under the appropriate outline according to these instructions and in the proper location.
3. The Vendor's proposal must be received, in writing, by the City by the date and time specified. The City is not responsible for any delays in delivery or expenses for the development or delivery of proposals. Any proposal received after proposal opening time will be returned unopened.
4. Proposals or alterations by fax, e-mail, or phone will not be accepted.
5. Original signatures are required on one copy of the Submission Cover Sheet, and Vendor's original submission must be clearly identified as the original.
6. The City reserves the right to reject any proposals, including those with exceptions, prior to and at any time during negotiations.
7. The City reserves the right to waive any defect or irregularity in any proposal procedure.
8. The Vendor must not alter any of the original text of this RFP. If the City determines that the Vendor has altered any language in the original RFP, the City may, in its sole discretion, disqualify the Vendor from further consideration. The RFP issued by the City is the official version and will supersede any conflicting RFP language submitted by the Vendor. The Vendor must conform to the following standards in the preparation of the Vendor's proposal:
 - 8.1 The Vendor is required to submit one (1) clearly marked original response and six (6) copies of the complete proposal.
 - 8.2 To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. A label containing the information on the RFP cover page must be clearly typed and affixed to the package in a clearly visible location.
 - 8.3 Number each page of the proposal.

8.4 If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form. (See Section 2 for additional instructions regarding Vendor exceptions.)

8.5 Occasionally, an outline point requests information which is not applicable to the products/services proposed. If the Vendor is certain the point does not apply to the given RFP, the Vendor should respond with “NOT APPLICABLE.”

8.6 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.

8.7 When an outline point is a statement provided for the Vendor’s information only, the Vendor need only read that point. The Vendor acknowledges having read and accepting, or taking exception to, all sections by signing the Submission Cover Sheet and providing a Proposal Exception Summary Form.

8.8 Where a minimum requirement has been identified, respond by stating the item (e.g., device name/model number, guaranteed response time) proposed and how it will meet the specifications.

9. It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor’s proposal may be grounds for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor.

10. The City reserves the right to request additional information or clarification of a Vendor’s proposal. The Vendor’s cooperation during the evaluation process in providing City staff or the project team with adequate responses to requests for clarification will be considered a factor in the evaluation of the Vendor’s overall responsiveness. Lack of such cooperation may, at the City’s discretion, result in the disqualification of the Vendor’s proposal.

11. Unsolicited clarifications and updates submitted after the deadline for proposals will be accepted or rejected at the sole discretion of City.

12. Unsolicited clarifications in the evaluation and selection of lowest and best proposal will be considered only if all the following conditions are met:

12.1 A clarification to a proposal that includes a newly announced product line or service with additional capability to be provided at or less than the proposed price will be considered.

12.2 Information provided must be in effect nationally and have been formally and publicly announced through a news medium that the Vendor normally uses to convey customer information.

12.3 Clarifications must be received early enough in the evaluation process to allow adequate time for re-evaluation.

12.4 The Vendor must follow procedures outlined herein for submitting updates and clarifications.

12.5 The Vendor must submit a statement outlining the circumstances for the clarification.

12.6 The Vendor must submit 7 copies of the clarification.

12.7 The Vendor must be specific about which part of the original proposal is being changed by the clarification (i.e., must include exact RFP reference to section and outline point).

13. From the issue date of this RFP until a Vendor is selected and the selection is announced, responding Vendors may not communicate, either orally or in writing regarding this RFP with any City staff member or elected official except as noted herein. To ensure equal treatment for each responding vendor, all questions regarding this RFP must be submitted in writing or e-mail to the City's Contact Person for the selection process, and not later than the last date for accepting responding Vendor questions provided in this RFP. All such questions will be answered officially by the City on the RFP and Bid Posting page at the City's web site located at <http://www.wdm.iowa.gov>. All such questions and answers will become addenda to this RFP. Vendors failing to comply with this requirement will be subject to disqualification.

13.1 The City's Contact Person for the selection process is:

Darrel Greifzu
City of West Des Moines
4200 Mills Civic Pkwy, Suite 1E
West Des Moines, IA 50265
Phone: 515 371-0641
Fax: 515-273-0600
Email: darrel.greifzu@wdm.iowa.gov

13.2 Vendor may consult with selection team representatives as designated by the City's contact person identified in 13.1 at the discretion of the City's contact person.

14. Vendor submittals not containing all of the required items outlined in 14.1 of this section may render the bid as non-responsive and invalid at the discretion of the City.

14.1 Required Submittal Information

- Signed Submittal Cover Sheet
- Proposal Exception Summary Form
- Vendor Qualifications
- References
- Subcontractor References
- Pricing Proposal
- Conformance to Functional Requirements

14.2 Optional Submittal Information

- Product/ Service Information
- Sketches/ diagrams/ sample configurations

SECTION 4

GENERAL TERMS AND CONDITIONS

The objective of the General Terms and Conditions section of this RFP is to provide Vendors with information required to respond to the RFP successfully, and to help the Vendors understand the terms and conditions of the eventual contract.

1. Interchangeable Designations

The terms “Vendor” and “Contractor” are referenced throughout this RFP. Generally, references to the “Vendor” are used in conjunction with the proposing organization and procurement process leading up to the final RFP selection and award. The term “Contractor” denotes the role assumed, post-award, by the winning Vendor. Additionally, the terms “City” or “City of West Des Moines” may be used interchangeably throughout this RFP to denote the political entity issuing the RFP and requesting responses from Vendors throughout these specifications. References to a specific agency, institution or other political entity represent the partner, client, or customer on whose behalf the City of West Des Moines is issuing the RFP.

2. Vendor’s Responsibility to Examine RFP

Vendors must examine all documents, forms, specifications, standard provisions, and instructions.

3. Proposal as Property of the City of West Des Moines

All written proposal material becomes the property of the City of West Des Moines.

4. Written Amendment to RFP

Any interpretation or clarification of a City RFP will be made by written amendment only. These amendments may be sent by email or hard copy. The City will not be responsible for any other explanation of this RFP. All amendments will be posted on the RFP and Bid Posting page at the City’s web site located at <http://www.wdm.iowa.gov>.

Any questions submitted by the Vendors and supporting answers will become addenda to this RFP and will be posted on the City’s website.

You may contact the City’s Contact Person listed in Section 3 Part 13.1 of this RFP and request a copy.

5. Oral Communications Not Binding

Only transactions which are in writing from the City may be considered official. No negotiations, decisions, or actions shall be executed by any Vendor as a result of any discussions with any City employee.

6. Vendor's Responsibility for Delivery

Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. The City will not be responsible for the failure of any delivery medium for submission of information to or from the Vendor, including but not limited to, public and private carriers, U.S. mail, Internet Service Providers, facsimile, or e-mail.

7. Evaluation Criteria

The City's intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor's past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process. More specific information concerning evaluation criteria is presented in Section 6 – Vendor Selection.

8. Right to Award in Whole or Part

The City reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of the City.

9. Right to Use Proposals in Future Projects

The City reserves the right to evaluate the awarded proposal from this RFP, including all products and services proposed therein, along with the resulting contractual terms, for possible use in future projects if (a) it is deemed to be in the best interest of the City to do so; and (b) the Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract. A decision concerning the utilization of a Vendor's proposal for future projects is solely at the discretion of the City and requires the agreement of the proposing Vendor. The City's decision to reuse an awarded proposal will be based upon such criteria as: (1) the customer's business requirements; (2) elapsed time since the award of the original project; and/or (3) research on changes in the Vendor, market, and technical environments since the initial award.

10. Price Changes During Award or Renewal Period

A price increase will not be accepted during the award period or the renewal period, unless stipulated in the contract. However, the City will always take advantage of price decreases.

11. Right to Request Information

The City reserves the right to request information relative to a Vendor's references and financial status and to visit a Vendor's facilities during normal working hours. The City also reserves the right to request a current financial statement, prepared and certified by an independent auditing firm, and reserves the right to require that Vendors document their financial ability to provide the products and services proposed up to the total dollar amount of the Vendor's cost proposal. The City reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the City is aware, even if that customer is not included in the Vendor's list of references.

12. Vendor Costs associated with preparing a response.

All Vendor costs associated with preparing this RFP (including but not limited to travel expenses, duplication costs, and labor for onsite visits, reviews, and interviews) will be the responsibility of the Vendor.

13. Vendor Imposed Constraints

The Vendor must specifically document what limitations, if any, exist in working with any other Contractor acting in the capacity of the City's business partner, subcontractor or agent who may be managing any present or future projects; performing quality assurance; integrating the Vendor's software; and/or providing web-hosting, hardware, networking or other processing services on the City's behalf. The project relationship may be based on roles as either equal peers; supervisory – subordinate; or subordinate – supervisory, as determined by the City. The City recognizes that the Vendor may have trade secrets, intellectual property and/or business relationships that may be subject to its corporate policies or agreements. The City must understand these issues in order to decide to what degree they may impact the City's ability to conduct business for this project. These considerations will be incorporated accordingly into the proposal evaluation and selection process. The understanding reached between the Vendor and the City with regard to this business relationship precludes the Vendor from imposing any subsequent limitations of this type in future project undertakings by the City.

14. Best and Final Offer

The City reserves the right to solicit Best and Final Offers (BAFOs) from Vendors, principally in situations in which proposal costs eclipse available funding or the City believes none of the competing proposals presents a Best Value (lowest and best proposal) opportunity. Situations warranting solicitation of a BAFO will be considered an exceptional practice for any procurement. Vendors that remain in a competitive range within an evaluation may be requested to tender Best and Final Offers, at the sole discretion of the City. All such Vendors will be provided an equal opportunity to respond with a Best and Final Offer under a procedure to be defined by the City that encompasses the specific, refined needs of a project, as part of the BAFO solicitation. The City may re-evaluate and amend the original project specifications should it be deemed necessary in order to improve the opportunity for attaining Best Value scenarios from among the remaining competing vendors. All BAFO proceedings will be uniformly conducted, in

writing and subject to solicitation by the City and receipt from the Vendors under a precise schedule.

15. Restriction on Advertising

The Vendor must receive written approval from the City before advertising or referencing the award of the contract or the services being provided. The Vendor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the City.

16. Rights Reserved to Self-Source Products

The City reserves the right to secure products from other contracts (e.g. WSCA or GSA) or other sources if it is in its best interest to do so. If this option is exercised, then the awarded Vendor must be willing to integrate the acquisition and implementation of such products within the schedule and system under contract.

17. Optional Information that may be Included

In addition to answering each specification within this RFP, the Vendor may include product/service information, including product pictorials and technical/descriptive literature relative to any product/service offered or described with the proposal.

18. Valid Contract Required to Begin Work

The successful Vendor should not commence any billable work until a valid contract has been executed. Any work done by the successful Vendor prior to the execution of the contract is done at the Vendor's sole risk. The City is under no obligation to pay for work done prior to the execution of a contract.

19. Proposal Exception Summary Form

By signing the Submission Cover Sheet, the Vendor is contractually obligated to comply with all items in this RFP, except those specifically listed as exceptions on the Proposal Exception Summary Form. If no Proposal Exception Summary Form is included, the Vendor is indicating that it takes no exceptions. Vendors who respond to this RFP by signing the Submission Cover Sheet may not later take exception to any item in the RFP during contract negotiations. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. No exceptions by subcontractors or separate terms and conditions will be entertained after the fact.

20. Attorney's fees

The City shall not pay attorney's fees, prejudgment interest or the cost of legal action to or for the Vendor or the Contractor.

21. Contract Negotiations

All contractual issues must be successfully negotiated within thirty (30) working days from the Vendor's initial receipt of the project contract from the City, unless the City consents to extend the period. Failure to complete negotiations within the stated time period constitutes grounds for rejection of the Vendor's response to this RFP. The City may withdraw the proposal award and begin negotiations with the next ranked Vendor immediately or pursue any other option.

22. Prime Contractor Status

The selected Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all services offered in the proposal and for the fulfillment of the contract with the City. Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of the City. The City reserves the right of refusal and the right to request replacement of a subcontractor due to unacceptable work or conduct. All references in the RFP to "Vendor" shall be construed to encompass both the Vendor and its subcontractors. Vendor is solely responsible for all delivery and implementation subject to formal customer acceptance. Any use of subcontractors must be transparent to the City with all transactions and payment conducted directly with the proposing Vendor. Vendor is solely responsible for all delivery and implementation subject to formal customer acceptance.

23. Software Licensing

When specifications require the Vendor to develop software for the City, the Vendor must acknowledge and agree that the City is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation. The City may be willing to grant the Vendor a nonexclusive license to use the City's software subject to devising acceptable terms and license fees.

In installations where the Vendor's intellectual property is modified and custom-tailored to meet the needs of the City, the Vendor must offer the City an application license entitling the City to use, and/or alter the software without restriction.

The Vendor acknowledges and agrees that the term of all software licenses provided to the City shall be perpetual unless stated otherwise in the Vendor's proposal.

The Vendor must not bypass the software contracting phase of a project by licensing project software intended for City use in its company name. Upon award of a project, the Vendor must ensure that the City is properly licensed for all software that is proposed for use in a project.

24. Right to Initiate Negotiations

Should the City cease doing business with any Vendor selected via this RFP process, for any reason, the City reserves the right to initiate negotiations with the next ranked Vendor.

25. Confidential Information

Vendors should be aware that any information in a proposal may be subject to disclosure or reproduction under the Iowa Open Records laws. The City reserves the right to reproduce or distribute proposal information in accordance with the Iowa Open Records laws without notification to the Vendors.

As provided by statute and rule, the City will consider keeping trade secrets which the Vendor does not wish to disclose confidential. Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Vendor. Cost information shall not be deemed confidential. In spite of what is labeled as a trade secret, the determination of whether said information is or is not a trade secret will be determined by Iowa law.

26. Protest Procedures

A party wanting to protest a contract award pursuant to this solicitation must submit a written request to the City of West Des Moines at the address given on the first page of this document. This request must be received in the City Clerk's office within thirty (30) consecutive calendar days from the date of the contract award, and must contain specific sound reasons and any supporting documentation for the protest.

Note: Contract award notices are sent only to those actually awarded contracts and not to every person or firm responding to this solicitation. Vendors may call the purchaser listed on the first page of this document to obtain a verbal status of contract award. All protests will be handled pursuant to the Municipal Code of the City of West Des Moines.

27. Withdrawal of Bids:

Vendor may withdraw their Bid at any time prior to the scheduled closing time for receipt of Bids.

28. Time for Consideration:

Unless otherwise indicated on the first page of this document, the offer shall be valid for six (6) months from the date of the bid opening.

29. Mandatory Drug and Testing Programs

The Vendor certifies that all their employees who may perform safety sensitive functions for the City are included in a substance abuse program that meets the requirements of Federal Department of Transportation Drug and Alcohol Testing regulations, (Code of Federal Regulations, 49 C.F.R., Part 382 and Part 40).

30. Right-to-Know Statement

The bidder certifies that, in accordance with the Hazard Communication Rule, 29 C.F.R. 1910.120 (the Right-to-Know Law) and the State of Iowa Hazardous Chemical Risk Right-to-Know Rule, employees exposed to materials on the worksite will be trained for the materials in use by the successful Contractor as part of the contract. Material Safety Data Sheets (MSDS) for City materials will be supplied to the successful Contractor upon request.

31. Taxes

All agencies participating in this contract are exempt from Federal Taxes, such as excise and transportation. Exemption forms submitted by the contractor will be executed and returned by the using agency. Prices offered are not to include any personal property taxes, nor any sales or use tax (or fees) unless required by the Iowa Department of Revenue.

32. FSLA Statement

“The contractor hereby certifies that these goods were produced in compliance with all applicable requirements of Sections 6, 7, and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under Section 14 thereof.”

33. ADA Statement

The City does not discriminate on the basis of disability. If you believe you have been discriminated against in any program or facility, you may file a complaint alleging the discrimination with the ADA Coordinator through the City Manager’s Office.

34. Affirmative Action

The contractor will take affirmative action in complying with all Federal and State requirements concerning fair employment and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or physical handicap.

35. Patent

The contractor shall hold and save the City, its officers, agents and employees, harmless from liability of any kind, including costs and expenses, on account of any copyrighted material, patented or unpatented invention, articles, device or appliance manufactured or used in the performance of this contract, including use by the government.

36. Default and Performance Bond

In case of default by the contractor, the City may procure articles or services from other sources and hold the contractor responsible for any excess cost occasioned thereby. The City reserves the right to require performance bond or other acceptable alternative guarantees from successful bidder without expense to the City.

37. Governmental Restrictions

In the event any Governmental restrictions are imposed which necessitate alteration of the material, quality, workmanship or performance of the items offered prior to their delivery, it shall be the responsibility of the contractor to notify, in writing, the Purchaser at once, indicating the specific regulation which required such alterations. The City reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

39. Availability of Funds

Any and all payments to the contractor are dependent upon and subject to the availability of funds to the agency for the purpose set forth in this agreement.

40. Governing Laws

This contract is made under and shall be governed and construed in accordance with the laws of the State of Iowa.

The place of this contract and forum, shall be Iowa, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined.

41. Condition and Packaging

Unless otherwise provided by special terms and conditions or specifications, it is understood and agreed that any item offered or shipped has not been sold or used for any purpose and shall be in first class condition. All containers/packaging shall be suitable for handling, storage or shipment.

42. Standards

All manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection of a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate city inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization; such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and/or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

43. Access to Persons and Records

The contractor agrees, that if selected, the City, or any authorized representative of the City, and, where federal funds are involved, the Comptroller General of the United States, or any other representative of the United States government, shall have access to and the right to examine, audit, excerpt, and transcribe any directly pertinent books, documents, paper, and records of the contractor relating to the contract.

All records to contract shall be retained by the contractor for three (3) years following the date of final payment or completion of any required audit, whichever is earlier.

44. Termination

44.1 Termination for Cause

The City may recommend terminating the contract resulting from this request at any time that the contractor fails to carry out its provisions or to make substantial progress under the terms specified in this request and the resulting proposal.

44.1.1 The City shall provide the contractor with a thirty-day (30) written notice of conditions endangering performance. If, after such notice, the contractor fails to remedy the conditions contained in the notice, the City shall issue the contractor an order to stop work immediately and deliver all work and work in progress to the City.

44.1.2 The City shall be obligated for only those services rendered prior to the date of notice of termination, less any liquidated damages that may be assessed for nonperformance.

44.2 Mutual Agreement

With mutual agreement of both parties upon receipt and acceptance of not less than thirty (30) days written notice, the contract may be terminated on

an agreed date prior to the end of the contract period without penalty to either party.

45. Assignment

No assignment of the contractor's obligations nor the contractor's right to receive payment hereunder shall be permitted. However, upon written request approved by the City and solely as a convenience to the contractor, the City may forward the contractor's payment check directly to any person or entity designated by the contractor or include any person or entity designated by contractor as a joint payee on the contractor's payment check.

In no event shall such approval and action obligate the City to anyone other than the contractor and the contractor shall remain responsible for fulfillment of all contract obligations.

46. Insurance

The Contractor agrees to maintain insurance coverage as outlined in Section 5 - Insurance

47. Miscellaneous:

Masculine pronouns shall be read to include feminine pronouns, and the singular of any word or phrase shall be read to include the plural and vice versa.

SECTION 5 INSURANCE

During the term of the contract, the contractor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. At a minimum, the contractor shall provide and maintain the following coverage and limits:

<u>Type of Insurance</u>	<u>Limits of Liability (Minimum)</u>
Worker's Compensation	Statutory
Employer's Liability	\$500,000 (each accident)
Commercial General Liability	\$1,000,000 combined single limit
Policy must cover the following risks:	
Comprehensive Form	
Premises Operations	
Explosion and Collapse Hazard	
Underground Hazard	
Products/Completed Operations Hazard	
Contractual Insurance	
Broad Form Property Damage	
Independent Contractors	
Automobile Liability	\$1,000,000 combined single limit
Policy must cover the following risks:	
Owned	
Hired	
Non-owned	

The City shall have no responsibility and/or liability for such insurance coverage.

SECTION 6 VENDOR SELECTION

The following criteria will be used as a mechanism for selecting two or more vendors with the lowest and best proposal to be invited to prepare vendor presentations and a Best and Final Offer (BAFO).

Reference responses

Vendor's staff qualifications

Vendor's ability to handle installation, training, and configuration and to provide maintenance and updates

Vendor's financial resources

Vendor's cooperation in providing the City staff with clarifications

Vendor Staff logistically available to the Des Moines Metro area

Compliance with the RFP

Vendor's proposed labor rates for services, including installation, training, and configuration

Vendor's proposed pricing structure for software, hardware, services, and maintenance and estimated cost to the City

Other factors deemed by the City to be pertinent or peculiar to the purchase in question

It is the intent of the selection team to evaluate all proposals and then select two or more vendors to provide presentations to the team. These vendors will also be asked to prepare a Best and Final Offer. During the selection process the selection team may conduct discussions with these finalists, regarding the contract and the relative utility of alternate methods of approach for reaching the City's desired results. These discussions may include the awarding of only a portion of the contract to the firm, or proposing alternate project partners. After negotiations have been completed with each finalist the selection team will make their recommendation to the City Manager's Office for approval. Price shall be considered, but need not be the sole determining factor. A recommendation will then be made to the City Council to award the contract.

A Request for Proposal, or other solicitations, may be canceled, or any or all proposals be rejected in whole or in part or informalities waived when the City, at its sole discretion, determines that it is in the best interest to do so.

Exact price and payment terms for software, hardware, supporting installation and support services, and annual maintenance services will be negotiated with the successful Vendor.

SECTION 7 REFERENCES

Please return the following Reference Forms, and if applicable, Subcontractor Reference Forms.

7.1 The Vendor must provide at least 6 references consisting of Vendor accounts that the City may contact. Required information includes name, address, telephone number, and length of time the account has been a reference. Forms for providing reference information are included on the next page. The Vendor must make arrangements in advance with the account references so that they may be contacted at the Project team's convenience without further clearance or vendor intercession. Failure to provide this information in the manner described may subject the Vendor's proposal to being rated unfavorably relative to these criteria or disqualified altogether at the City's sole discretion.

7.2 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:

7.2.1 The reference installation must be similar in function and size to the agency/institution for which this RFP is issued with a preference for other public or governmental agencies.

7.2.2 The reference installation product/service must be configured similarly or identically to this RFP

7.2.3 The reference installation must have been operational for at least six (6) months.

7.2.4 It is highly preferred that the Vendor provide at least one reference from the Des Moines Metro area or a reference that has received service from a facility logistically available to the City.

7.2.5 The City reserves the right to use references, good and bad, from other sources as well as those given by the Vendor. Failure to provide this information in the manner described may subject the Vendor's proposal to being rated unfavorably relative to these criteria or disqualified altogether at the City's sole discretion.

7.3 Subcontractors

The Vendor's proposal must identify any subcontractor hired by the Vendor that will be used and include the name of the company, telephone number, contact person, type of work subcontractor will perform, number of certified employees to perform said work, and 3 references for whom the subcontractor has performed work that the City may contact. Forms for providing subcontractor information and references are included at the end of this section. The Vendor must note that the same requirements found in the References section apply to subcontractors.

REFERENCE FORM

Complete 6 Reference Forms.

Contact Name:

Contact Title:

Company Name:

Address:

Phone #:

E-Mail:

1. Basic description of customer's usage of the product/services/project and modules implemented.
2. Start and end dates for implementation project/ phases.
3. Beginning date for full production environment.
4. Describe hardware, software, and operating systems used by customer.

SUBCONTRACTOR REFERENCE FORM

Complete a separate form for each subcontractor proposed.

Subcontractor Name:

Contact Name:

Contact Title:

Company name:

Address:

Phone #:

E-Mail:

Scope of services/products to be provided by subcontractor:

3 Reference Forms are needed for each Subcontractor.

Reference Contact Name:

Reference Contact Title:

Reference Company name:

Address:

Phone #:

E-Mail:

Description of product/services/project, including start and end dates:

SECTION 8 VENDOR QUALIFICATIONS

Name of Vendor: _____

Vendor should answer these questions in relation to how Vendor can serve the City in its project. The City is not interested in volumes of annual reports or marketing brochures that generalize Vendor national services. We want to know the who/what/how and when of how the Vendor proposes to service clients in the Des Moines metro area. If the Vendor considers this information confidential, items should be marked **Confidential** according to item 25 in Section 4 of this RFP. Please include the text of the full question in your response.

1. Does the Vendor anticipate hiring subcontractors for the fulfillment of any its services under this RFP? Do not include subcontractors that the City may hire for its portion of the project including networking or server hardware installation.
2. Is the Vendor under federal bankruptcy proceeding? If so, please describe.
3. If asked, will the Vendor provide a current annual report or current audited financial statement? At a minimum, the report would include assets/ liabilities and an income/ revenue report.
4. How many years has the Vendor's company been in business?
5. Provide the names of the current sales team and their principal office location.
6. Provide the names of the installation/ support/ consulting team and the location they work out of that will serve Des Moines metro area. Describe years of career experience, years employed by the Vendor, and certifications.
7. Describe the number of staff who are employees of the Vendor, categorized by administration, sales, system development, and technical staff.
8. Will the same staff be used for installation and later for support? How does the Vendor transition a client from installation status to full deployment support?
9. Briefly describe the Vendor's technical support organization and problem resolution process.
10. Describe policies, procedures, processes, and staff availability of providing routine technical support and inquires, problem resolution, and emergency response.
11. Describe expected time frames for initial call response, technical staff response, and resolution. Include average time as well as a not-to-exceed time frame for each type of response.

12. Provide a copy of the Vendor's service escalation procedures.
13. Describe the Vendor's systems used for planning, scheduling, installing, training and providing maintenance under the proposed software licensing agreement.
14. Describe the Vendor's experience and approach on quality control and dispute resolution.
15. Describe the Vendor's software testing policies and procedures exercised prior to releasing updates and error correction to installed users.
16. Describe any active Users Groups and/or Advisory Boards that meets at least annually.
17. Provide a detailed list of all municipalities with populations over 25,000 where the proposed products and services are being used.
18. Describe the Vendor's understanding of the proposed project and proposed approach with a description of how it will address the City's minimum requirements.

SECTION 9 PRICING PROPOSAL

Provide a proposal to design, implement, and support a Parks and Recreation system. Costs should be broken into the following categories with line item detail for each implemented module.

- Software – describe functionality for each module or discrete component
- Hardware (to be purchased from the Vendor)
- Consulting/ Implementation/ Training Labor
- Ongoing Maintenance

Provide a listing and price estimate for hardware and software to be purchased by the City from sources other than the Vendor that will be necessary to support the project and implementation so that the City can properly estimate the total cost of the project. Examples include laptops, wireless broadband access, servers, database software, etc.

Develop a preliminary project plan/ implementation schedule that outlines major milestones.

Provide a narrative on the Vendor's project methodology along with a proposed configuration of a project team.

Provide a narrative on how the Vendor's products are licensed.

The Vendor should develop cost estimates assuming that the system needs to support the following types/ numbers of users. These estimates may change over the course of the RFP process and during the negotiation process.

Role	# of Users
Director of Parks and Recreation	1
Superintendent of Parks	1
Superintendent of Recreation	1
Administrative Secretary/ Secretary	2
Recreation Supervisors	3
Recreation Coordinators	2
Naturalist	1
Building Attendants	2
Facility Clerks	2
Aquatic Center Clerks (seasonal)	2
Teen Center Staff	4
Softball/ Baseball Complex staff	2
Other Parks Staff	1
Other City Staff – occasional usage	1

If the vendor is going to propose both a hosted solution and an on premise system, the vendor should prepare two pricing proposals with supporting information.

SECTION 10

CONFORMANCE WITH FUNCTIONAL REQUIREMENTS

Provide a narrative that describes the vendor's conformance with the functional requirements outlined in Appendix B for the solution(s) being proposed. Use of the table format and numbering scheme in Appendix B is highly recommended. Any variances from the functional requirements should be fully explained.

APPENDIX A

Background Information

City Background

West Des Moines, Iowa is located at the crossroads of Interstates 35 and 80 and is part of Polk, Dallas, Warren, and Madison counties. West Des Moines is one of the fastest growing communities in Iowa. Since 1990, the City's population has expanded from 31,702 to an estimated 59,296 according to a 2012 US census estimate, and the City has increased in size from 21 to 38.5 square miles.

Key Metrics

- Annual WDM Parks & Recreation revenue = \$1.4 million.
- Annual program and league registrations processed using dedicated software currently = 5,700.
- 50% of registrations processed by customers using the City's online registration option.
- Annual total of Dog Park Permit and Archery Facility Permit sales processed using paper = 2,000.
- Annual admission total at 2 Aquatic Centers = 55,000.
- Approximately 700 recreational and seasonal programs.

Parks and Recreation Department Description

The department provides a wide variety of recreational services including operating a full service community center, softball complex, baseball complex, two outdoor aquatic centers, spray grounds, and nature lodge. Program areas include adult sports, aquatics, fitness, youth, seniors, and cultural arts. The department also operates and maintains 1,269 acres of parkland consisting of parks, special use facilities, a natural resource area, greenways and 51 miles of multi-purpose trails.

Parks and Recreation Administration is responsible for the overall direction and support of the department. The administrative staff consists of the Director, Superintendent of Parks, Superintendent of Recreation, Administrative Secretary, and Secretary. The primary responsibilities include processing of program registrations and shelter reservations, administering the budget, conveying information, managing payroll and personnel records, preparing long-range plans, resolving conflict and providing direction and support to the other divisions, the Parks and Recreation Advisory Board, the Public Arts Advisory Commission, and the Bicycle Advisory Commission.

The **Recreation** division provides programs and activities for people of all ages from the City of West Des Moines and surrounding communities. All activities of the division are supervised by the Superintendent of Recreation. There are three Recreation/Facility Supervisors that are responsible for recreational programming as well as the management of several different facilities. There are also two full-time Recreation Coordinators and one full-time Naturalist. Over

one hundred different part time staff members serve in a variety of jobs to ensure programs and services are delivered.

The recreation offerings cater to a diverse market that includes activities and programs for people of all ages. Program areas of emphasis include; adult sports, youth introductory sports, nature programs, senior programs, aquatics, teen after school programming, travel, and special events.

The facilities managed by the division are used as recreational program delivery sites and are also available for public rental. The facilities are rented extensively throughout the year and are used for Department and City Sponsored activities and services.

The **Raccoon River Softball Complex** is home to the Adult Softball League program. The softball league program involves three seasons (Spring, Summer and Fall) and it is projected that over 3,000 games will be scheduled in the coming year. The complex will also serve as a host for State, Regional and National Tournaments conducted by Iowa ASA, Iowa USSSA Baseball, Iowa USSSA Softball and independent tournament renters. The softball complex operates from April 15 through November 1 each year.

The complex also offers expanded leagues and drop in program for 50+ and 60+ players as well as adult Kick Ball Leagues. It is important to supplement softball activities with other sports to keep the complex operating at maximum capacity. Facility attendance can reach over 200,000 visitors per year.

In 2013, the City of West Des Moines began the operational management of **Holiday Park Baseball**, which had formerly been operated by a volunteer group. The facility has eleven baseball fields that host league and tournament play for recreational and youth players. A six phase Capital Improvement plan for the park includes upgrading the playing surface and outfields of all eleven fields, adding walkways to make the park ADA compliant, and additional improvements.

Holiday Aquatic Center opened in June of 2004. This facility offers many amenities for swimmers including: diving area, zero depth leisure pool, drop slides, swirl bowl slide, tube slide, dumping bucket, and a flume slide. Community youth and adult swimming lessons are held at the facility throughout the summer in the evening. Attendance averages 14,000 over the last 3 years.

Valley View Aquatic Center opened in June of 2003. The facility offers many amenities for swimmers. Some of these include: lazy river, diving area, zero depth leisure pool, drop slides, speed slide, tube slide, and two flume slides. There is also a large area for water aerobics and lap swimming. Community youth swimming lessons are held at the facility throughout the summer in the morning. Attendance last year was 53,000.

The **Community Center** is located in Historic Valley Junction and serves as a place for organized social events, meetings, and various recreation programs. The facility also provides public rest rooms for the Valley Junction retail district during regular store hours and during special events including Earth Day, Cinco de Mayo, Spring & Fall Art Markets, Smokin' in the Junction (BBQ contest), July 4th Celebration and the ever popular Farmers Market.

The **Nature Lodge** located at Raccoon River Park serves three primary functions: orientation center to Raccoon River Park, nature education center and recreation programming facility, and rental spaces for social occasions and business meetings.

The **Teen Center** is located in the former Rex Mathes Elementary School and provides supervised activities for 7th, 8th and 9th graders each day after school until 6pm. The center is a partnership with the West Des Moines Community School District. The City provides the staff and programs, and the school district provides the facility. The Teen Center averages 50 youth per day. There are up to 5 part-time staff that manage the programs and provide supervision.

The **Parks** division provides services related to the land and facilities that make up the West Des Moines park system. Activities of this division are directed and coordinated by the Superintendent of Parks. The division currently operates and maintains 3 mini parks, 14 neighborhood parks, 3 neighborhood school-parks, 2 community parks, 1 community school-park, 1 large urban park, 2 special use facilities, 1 natural resource area, and 13 greenways. Of the total acres, 360 acres are regularly mowed and highly maintained for recreation.

Besides the areas that are highly maintained, the park system also includes a 232 acre lake and over 600 acres of natural areas. The division is also responsible for the maintenance of 47.5 miles of multi-purpose trails, 2.5 miles of gravel trail, and 1 mile of nature trails. The Parks division provides support for the Department's recreation programs and facilities, as well as for organizations such as Girls Softball, Soccer, Des Moines Rugby, and Cricket League. Maintenance staff also assists with special events such as Music in the Junction, the Independence Day Celebration, and Illumifest, as well as multiple special events run in parks by non-profit organizations.

The Parks Division also operates and maintains Jordan Cemetery and Huston Cemetery. The Superintendent of Parks, with assistance from the Administrative Secretary, provides information to the public, maintains cemetery records, handles all cemetery lot sales, and arranges grave openings and closings.

The division is also responsible for the identification and acquisition of new parkland through the Parkland Dedication Ordinance. This involves significant involvement in the development review process and negotiations with developers.

Appendix B

Technical Environment

The Parks and Recreation department currently relies on CLASS for the majority of its internal systems related to program registration, scheduling, tracking, and reporting. A significant number of registrations are made using the online component of CLASS. There is also a significant number of Excel spreadsheets and Word documents used to support the operations of the department. Except for cell phones, the Parks and Rec staff does not have a significant mobile presence.

In general, the City's computing network is robust with file servers, email, databases and web servers. Highlights of the environment include:

1. The City is currently using Microsoft SharePoint 2010 on premise but is in the middle of migrating to SharePoint Online.
2. ESRI is the City's GIS software vendor and is supported by a dedicated GIS Manager.
3. The City uses Microsoft Office 365 with a Microsoft Enterprise Agreement.
4. LDAP authentication is available using Windows 2012R2 Active Directory.
5. The City's server infrastructure is extremely robust with almost a 100% virtual environment running on VMWare with Cisco USC servers and an EMC SAN.

Key Issues and Capabilities

Technical Requirements

If the vendor(s) cannot meet any of the following specifications for an on premise installation, vendor(s) will state, in writing, the specific specifications it is unable to meet:

1. **User Interface** -Web-based preferred for ease of deployment, maintenance, and upgrades. Client/ Server or a combination of Web-based and Client/Server will be considered.
2. **User Rights/Privilege** – The application MUST be able to run as a “normal” user without requiring escalated rights of a Power User or and a local administrator on the workstation.
3. **Licensing** – Concurrent licensing or Enterprise/Site License is preferred (the combination of all City of West Des Moines facilities will be considered one site). Ability to create license pools desired in order to reserve licenses for different classes of users: staff, technical support, end-user, web, etc. Reporting on license usage is desired.
4. **Web Server** – Microsoft web services are preferred in order to maintain consistency with the existing environment.

5. **Database Server** – Microsoft SQL Server 2012 R2 is preferred in order to maintain consistency with the existing environment.
6. **Web-Publishing** – Components must be capable of being published by a Microsoft Forefront TMG server.
7. **Virtualization** – The application and its various components should be able run in a virtual environment using VMWare's ESX Server order to facilitate backup, disaster recovery, and change management.
8. **Mobile Usage** – The application should be able to run in a mobile environment.
9. **Authentication** – The application should be able to authenticate users using LDAP or Active Directory with role based security.
10. **Integration** – The application will be expected to provide integration with credit card processing, Point of Sale, and the City's financial system

Functional Requirements

The product will address the following processes.

1. Technical Requirements
2. Program Registration
3. Facility Reservation and Scheduling
4. Membership/Pass Management
5. League/Tournament Scheduling
6. Point of Sale/ Inventory Control
7. Trip Management
8. Incident Report
9. Internet/On-line/Mobile Applications

Each of the processes listed above have sub-processes with the following types of activities.

1. Scheduling
2. Assigning
3. Notifying
4. Reminding
5. Tracking
6. Approving
7. Printing
8. Invoicing
9. Documenting
10. Reporting/ Querying

The following list outlines the high-level requirements for this RFP.

1. Technical Requirements

See the section titled “Key Issues and Capabilities” for the basic technical requirements specific to the City of West Des Moines

2. Program Registration Requirements

2.1	<u>Program Registration</u>	Response
2.1.1	Programs/Classes – System must allow for registration into any type of program, and provide the following features as a minimum:	
2.1.2	Program numbers must allow for a minimum of six (6) digits, and be completely user-defined.	
2.1.3	Allow for linkage to a user-defined program type/group code.	
2.1.4	System allows for program to be associated with an activity sub-type code and category designation. These associations are then used for report sorting (e.g., show all youth classes) and search options (e.g., find all soccer category programs).	
2.1.5	Programs may be linked to a unique, user-defined waiver letter.	
2.1.6	Must allow for multiple sections/sessions to be associated with a program number. Each session is a unique item in the system with unique program session data tracked.	
2.1.7	IF desired allows for flexible lottery enrollment, by activity/program number and section. Lottery enrollment selection process includes resident priority option.	
2.1.8	Programs must be able to be associated to multiple facilities (locations), and the system must reserve those facilities automatically.	
2.1.9	Designate minimum and maximum age range. Proper age check must be calculated based on user-defined date, by program-session.	
2.1.10	Designate minimum and maximum grade range.	
2.1.11	Minimum number of registrants.	
2.1.12	Maximum number of registrants. System must allow for a max number of residents and max number of non-residents separately. Example, only 5 non-residents allowed in program. However, staff must be able to override limits.	
2.1.13	System must allow for separate Resident and Non-resident begin and end enrollment dates and times.	
2.1.14	Display the number of registrants currently enrolled (with break down by resident and non-resident count).	
2.1.15	System must handle full program waitlist enrollments. Display the number of registrants currently on the waiting list. System allows for a maximum number of waitlist entries per program-session.	

2.1.16	IF desired, program gender restrictions can be allowed—male only, female only, or coed.	
2.1.17	Program meeting days – Days on which the program will be held.	
2.1.18	Program skip days – System must allow for entry of at least nine dates on which the program will not be held. Skip date information must also print on customer receipt.	
2.1.19	Security override feature – Not allow overrides to max counts, age, gender etc., by program).	
2.1.20	System must include an option for requiring a valid pass membership for program enrollment.	
2.1.21	System must allow for a customer receipt note/comment to be associated with each class. Comment must be reusable (assigned to multiple programs), unlimited in length and be able to print out on customer receipt.	
2.1.22	In addition to 2.1.21, a unique comment/note for a particular program-section must be allowed (e.g., only print on receipt if section C is selected for enrollment).	
2.1.23	System must allow for multiple pre-requisite activities to be linked (e.g., must take session A and B before enrollment into session C is allowed).	
2.1.24	System must allow for pass/fail tracking capability for program participants that allows for the management of enrollees. The pass/fail status must then be checked for programs that are linked to the pre-requisite feature.	
2.1.25	System should allow for recording program attendance.	
2.1.26	Program facility set-up/maintenance needs must be able to be linked for each the program. These set-up comments will are to be included on facility set-up schedules and reports.	
2.1.27	System allows for unlimited brochure comments for a class to be created. These comments will print in brochure generator report and also viewed on screen in system searches.	
2.1.28	Programs must be able to be flagged as Child Care activity/programs, for IRS deduction statement purposes. System must produce the IRS childcare statements on-demand.	
2.1.29	Need the ability to prorate programs based on remaining class dates.	
2.1.30	Allow input of budget information by activity section level.	
2.1.31	Option to automatically send an email to any number of email addresses when an activity becomes full, has a cancellation, when minimum count is reached, or on any registration	
2.1.32	Allow up to multiple (up to 9) separate fees to be pre-linked to each activity section, and each separate fee to be linked to a different (or same) general ledger revenue code and G/L account number. Provide an option to discount fees.	
2.1.33	The system will automatically select and apply the appropriate customer type fee (Resident, Non-Resident, Senior Citizen, Non Profit, etc.) based on the information in the customer's record.	
2.1.34	Multiple instructors may be linked to each class/program section.	
2.1.35	System includes ability to calculate instructor pay. Feature allows designating only certain program fees to be included in instructor pay processing calculation.	
2.1.36	Multiple pay rates (hourly, percentage, per enrollee, flat fee) can be linked to an instructor.	
2.1.37	System must provide for a reminder notes area for each activity and section.	
2.1.38	System must allow for user-defined enrollment questions page allowing for any data fields/questions to be setup and tracked for the program. During enrollment process the questions defined here will be	

	presented for input. Example – Tee shirt size?	
2.1.39	System must allow rosters to be transferred to history, while being able to access this data for inquiry and reports for up to five (5) years. After transferring the rosters to history, the activities may then be updated with new dates, times, etc. for the following season/year processing (using the same number).	
2.1.40	Bulk program field adjustment feature, allowing for across-the-board adjustments to existing program offerings, such as beginning ending days of the program, days of the week, comments, fees, etc.	

2.2	<u>Program Registration - Processing</u>	Response
2.2.1	During a registration, the system should:	
2.2.2	Warn the operator if a registration does not meet the age, grade, gender, or buddy list requirements for the activity section.	
2.2.3	Allow for overrides of age, grade, gender, and/or max counts requirements, based on the operator's security file override status.	
2.2.4	Must be able to select an individual by name, guardian name, ID number, telephone numbers, email address, or bar coded ID card to process a registration or other type of transaction.	
2.2.5	Allow an individual to register in multiple classes/programs without having to reselect the individual for each program selected.	
2.2.6	Allow for the registration of multiple family members into multiple classes at the same time, without having to reselect the household. All transactions must print on a single receipt.	
2.2.7	Allow for the automatic calculation of multiple child/participant discounts based on enrollments into the same type or session of a program(s).	
2.2.8	Automatically generate waiting lists for filled classes.	
2.2.9	Allow for the transfer of enrollees from one activity to another (and properly handle the financial data, even when the fees are not the same.)	
2.2.10	Update the customer history record, program roster, cash receipts listing, and general ledger account distribution with a single transaction entry.	
2.2.11	Allow for the cancellation of a program registration, and provide the option to either apply the refund to the customer balance, process to finance office, or print a refund check.	
2.2.12	Provide the ability to override or adjust class fees, with proper rights.	
2.2.13	Must provide for automatic late fee calculation.	
2.2.14	Provide for automatic fee adjustment/prorating of fees if program has already begun.	
2.2.15	Allow for bulk registration, whereby the class/program is selected once to register any number of participants.	
2.2.16	When an individual cancels from a program, a slot becomes free and the system must remind the operator that a wait-list exists, if applicable.	
2.2.17	The system must produce a printed receipt, with class name, dates, times, locations, descriptive comments, payment information, date/time of transaction, operator and payment method. An additional comment to print on the receipt may be selected just prior to printing.	

2.2.18	Receipt print options must include standard, direct email and mailer (windows envelope) formats.	
2.2.19	Receipts must be able to be emailed to customers (with email info entered).	
2.2.20	Must have the ability to process transfers and cancellations for individuals or the entire class, in a single transaction.	
2.2.21	System must allow for updating charges, payment reversals, refunds, partial refunds and credit balance refunds.	
2.2.22	During a registration, a special needs note may be entered for the registrant, which would then show up on the class roster.	
2.2.23	During a registration, a referral code (e.g., How did you find out about this class?) can be assigned to the transaction for analysis purposes.	
2.2.24	During a registration, system must allow for a custom question (s) to be asked (e.g., Do you need shin guards for this soccer program?) that are tracked and also can AUTOMATICALLY affect fees (so that if they say yes to needing the guards, it will apply a \$10.00 fee).	
2.2.25	Registration will check enrollments of selected individual for conflicts (time) with existing program registrations.	
2.2.26	System must check for enrollment groups for our programs. We offer groups of programs (e.g., program X session 1, 2, 3 are grouped, where the enrollee may choose one (and only one) of the three programs in that group. System must handle the single enrollment tracking for a group of programs.	
2.2.27	Allows for multiple household members to be selected at once and enrolled into multiple programs at the same time.	
2.2.28	Program registration receipts must include city/department logo on the standard receipt print. System must allow for multiple logos based on location (option for different logo for each Recreation Center/location).	

2.3	<u>Program Registration</u> – Reports & Inquiries	Response
2.3.1	Ability to print an activity listing, in summary or detail, by selecting a range of activities with start dates, including proofing report version for program setup check.	
2.3.2	Program rosters in alphabetical order, order of entry, all enrollees, or only those added since the last print, with or w/out addresses, with or w/out comments, with or w/out fees, and with or w/out demographic codes. Option to include photos of enrollees on roster. Full customization of standard system report output (i.e., fields included on report). Option to create rosters to Excel – directly from the proposed application.	
2.3.3	Standard system reports must be available that provide demographic and statistical information for program sessions, categories, types, ages, genders, etc. Analysis reports must be able to produce graphs and be exportable to excel.	
2.3.4	System must provide for a customer/patron schedule print (preferably in calendar format) that Displays all program registrations for a customer/family with enrollee name, date and location of the program.	
2.3.5	Print report showing activities not meeting minimum enrollment.	
2.3.6	Print report showing all activities that have reached the maximum count.	

2.3.7	Print instructor rosters, including attendance rosters. Class attendance worksheets with either signature lines, check boxes, or session dates to track attendance. Must be able to email instructors reports (such as rosters or attendance worksheets) directly for the proposed application.	
2.3.8	Print refund/cancellation report with details of all cancellations (for any date range)	
2.3.9	Print detailed fee report that shows fees processed per activity (with graphical output option for easy analysis of revenues).	
2.3.10	Report listing all current program enrollments by customer (in statement/mailed/email format).	
2.3.11	Instructor pay history report, showing all payment history as processed for instructors.	
2.3.12	Ability to print program information in standard file format for use in creating program brochures.	
2.3.13	Print a net revenue report, showing all revenue, expense, refunds, instructor pay - with a net income/loss by activity, with graph option.	
2.3.14	Software must include on-screen information based viewing capability. The ability to inquire (no changes allowed) about program information is required.	
2.3.15	Inquire/view by roster date or name for current and previous year program roster entries.	
2.3.16	Inquire/view about miscellaneous income and expense postings for activities.	
2.3.17	Inquire as to activity status, view activity setup parameters, comments, notes, and enrollment information.	
2.3.18	Inquire about household data, addresses, phone numbers, transactions history, current enrollments and family member details.	
2.3.19	System must include a search function—enabling system operators to easily and quickly find program details and information based on program criteria such as dates, times, ages, grades, locations, and codes.	
2.3.20	Inquire/search based on program keywords (user defined).	
2.3.21	Inquire/view program data based on program groupings—categories, types, sub-types.	
2.3.22	Inquire about an individual's medical record (password protected).	
2.3.23	Inquire/view program instructor details and information.	

3. Facility Reservation/Scheduling Requirements

3.1	<u>Facility Reservation</u>	Response
3.1.1	Must provide scheduling/reservation capabilities for any facility type, such as facilities, gyms, fields, courts, shelters, rooms, pools, pavilions, parks, etc.	
3.1.2	Must provide the capability to manage any number of facilities by a hierarchy of facility type, location, and unique identifier as described by the user. System should provide for reporting and analysis of reservations by each of the hierarchy types (by location, by type, by specific facility).	
3.1.3	Software must manage facilities with overlapping areas/rooms (not allow double bookings in overlap situations).	

3.1.4	Must allow for specific operating dates for each facility (open and close).	
3.1.5	Must allow for specific operating hours for each facility (open and close).	
3.1.6	Must allow linkage of unique reservation comments to each facility, where that comment/note prints on the customer receipt.	
3.1.7	Must allow linkage of unique maintenance comments to each facility, where that comment/note prints on the staff maintenance schedule report. System must also include maintenance setup image (JPG, BMP, etc.) link.	
3.1.8	Facility capacity must be tracked. System must allow for a search function when processing reservations based on capacity desired.	
3.1.9	The customer/organization data must be shared with the activity registration, membership, league scheduling and other system modules. A single file for customer data that is accessed by all parts of the software is required.	
3.1.10	System must allow for multiple fees for each facility, each of which is linked to a unique City revenue account code and general ledger account number.	
3.1.11	Software must allow for tracking, billing and collecting of billable services such as staff costs, custodial fees, lighting, clean up and security.	
3.1.12	Software must allow for premium billing, where rate differences are automatically calculated based on season, time of day, day of week, or holidays.	
3.1.13	The system will allow reservations at least ten (10) years in the future.	
3.1.14	The system will store facility images (pictures) for access/display, including display on the Internet and receipts.	
3.1.15	System must allow for unique facility questions to be set up for prompt during facility reservations process. These questions, defined when setting up the facility, will be presented for input during the reservation. Example: Do you need on-site security?	
3.1.16	The system must be integrated with the Activity module and the League Scheduling module so that when an activity or league is linked to a facility, it automatically reserves that facility into the overall booking schedule.	
3.1.17	Ability to link facilities into facility groups to allow for reserving multiple facilities in one step.	
3.1.18	System must allow the user to maintain as much history as desired. Reservations may be kept in database indefinitely. This requires that data purges include the option for the user to select the date ranges and types of reservations to be removed.	

3.2	<u>Facility Reservations</u> – Processing	Response
3.2.1	Must allow for the following types of reservations:	
	One time reservations—one day only	
	Pattern reservations—example: every Tues. and Thurs. for the next four months (in one process)	
	Random Pattern reservations – any combination of any date sequence (in one process)	
	Internal reservations—reservations not linked to a household or organization	
	Activity reservations	

	League schedule reservations	
3.2.2	Software must print a reservation confirmation, with reprint and/or multi-copy options.	
3.2.3	Software must allow for a customer to reserve multiple facilities, for any date ranges, in a single process.	
3.2.4	Software must provide the ability to email reservation confirmation receipt, with contact email address information.	
3.2.5	Software must provide an optional, user-defined rules and regulation letter (also referred to as the contract) to be printed when a reservation is made. This letter must be printed on a separate page, with the reservation details included. Letter must be mail-merge capable from proposed system database fields.	
3.2.6	Software must warn operator, if a conflict exists prior to the completion of a reservation.	
3.2.7	Provide for a graphical view of up to 25 facilities for a period of a month on a single screen.	
3.2.8	Software must allow for reservation setup and cleanup time assignment.	
3.2.9	Fees must adjust automatically based on time/dates of the reservation, and the fee being a daily rate, hourly rate, flat rate, flat rate plus, per game rate, or weekly rate fee type.	
3.2.10	Software must allow for fee discounting at the time of the reservation.	
3.2.11	Prior to the completion of a repeating/pattern reservation, all line items must be listed (displayed), to allow for adjusting or deleting items without having to process another transaction.	
3.2.12	The system must provide capability to maintain (make changes to) current reservations (i.e., system does not require deletion of current reservation and reentry of a new reservation to make a change.	
3.2.13	The system must allow for the cancellation of a reservation.	
3.2.14	The system must provide for updating charges, partial payment processing, damage deposit payments and refunds, payment reversals, and credit balance refunds.	
3.2.15	The system must allow for reprinting receipts and batch printing of receipts.	
3.2.16	The system must create and track invoices.	
3.2.17	Must have the ability to schedule multiple weeks without having to enter the user information into each time slot. Must also be able to exclude specific time slots during the scheduling process.	
3.2.18	Ability to track reservations into user-defined statistics and reporting groups. Example: All reservations that were for weddings.	
3.2.19	System must not allow double bookings.	
3.2.20	System allows for minimum time prior to bookings and maximum advanced reservation times. Example: Ability to allow reservations six months out, with no reservations allowed within three days of reservation date.	
3.2.21	System must allow for bookings past midnight (over 2 days) without having to make multiple reservations (24 Hour reservations).	
3.3	<u>Facility Reservation</u> – Reports & Inquiries	Response

3.3.1	All reports must include an option to view on screen prior to printing.	
3.3.2	Detailed facility listing included.	
3.3.3	Facility schedule by date included, with option for individual locations or facilities.	
3.3.4	Numerous standard facility schedule report formats, listing, calendars and block reports (all with multiple print options).	
3.3.5	Ability to run marketing report listing all customers with reservations for user-defined search Range. Example: All customers who reserved pavilions in the last month.	
3.3.6	Location schedule (all individual assets/facilities at a single location – together) by date included.	
3.3.7	Customer based reservation report that will show for the customer all reservations that they have made for a specific date range (used for organizations such as little league & youth soccer)	
3.3.8	Reservation calendars by specific facility and location.	
3.3.9	Maintenance reports by facility and/or date, showing any reservations special needs and set-up requirements (with setup photo include option).	
3.3.10	Ability to reprint receipts/permits at any time.	
3.3.11	Billing reminder print included.	
3.3.12	Facility usage report, showing usage statistics is required, with graph option.	
3.3.13	The system must allow for the printing of rules and regulations letter at the time the reservation receipt/confirmation is printed.	
3.3.14	Software must include on-screen, information-based viewing capability.	
3.3.15	Software must include schedule viewing by month, weekly, and daily views.	
3.3.16	Must allow facility schedule inquires by date (i.e., see schedules for any date/date range).	
3.3.17	Ability to view reservations for a specific facility in calendar format.	
3.3.18	Inquiry by any level of the facility hierarchy—view reservations by type, location, and/or ID.	
3.3.19	Software must provide for viewing of all reservation details for a given facility, such as who made the reservation, the purpose, when, for any given date range.	
3.3.20	Software must allow for viewing schedules for multiple facilities at the same time.	
3.3.21	Provide detailed reservation information download to device (smartphone) for viewing purposes.	
3.3.22	Inquire reservation information by customer/organization name or reservation number.	

4. Membership/Pass Management

4.1	<u>Membership/ Pass</u>	Response
4.1.1	The system must provide for any number of pass/membership types.	
4.1.2	Any membership type can be valid for a date range or a designated number of visits or a combination of both.	
4.1.3	Visitations can be limited by pass type, day of week and time of day. Use restrictions may be placed on membership types.	
4.1.4	The system must allow for a renewal rate, different from the new rate for the membership type.	
4.1.5	New rates and renewal rates must be discountable.	
4.1.6	System must provide the capability to link the revenue from each pass type or sales location to unique general ledger codes and sub account codes.	
4.1.7	Must be able to track visit history and statistics for each membership type.	
4.1.8	Must be able to track sign-ins (check-ins) as well as sign-outs (check-outs).	
4.1.9	Must be able to enter the length of the pass in months (to automatically set the expiration date X months from today's date) or set the default membership and expiration dates for each pass type.	
4.1.10	System must provide for installment billing and EFT/ACH payment options for monthly membership dues processing.	
4.1.11	Must allow for additional fee charges for each visit, optionally for each membership type.	
4.1.12	Must allow for guest fee charges by membership/pass type.	
4.1.13	Age restrictions by membership type. Example: Youth memberships valid for 6-12 year olds.	
4.1.14	Assignment of valid and invalid visit sound files for each pass type. Sound files must play at time of entry (when ID is swiped) to alert attendant.	
4.1.15	Must allow the linkage of a unique comment code to each pass type that will print on a customer's receipt during a pass registration.	
4.1.16	Must provide a method for manually posting attendance and revenue data from remote locations that are not "real time" to the central database.	
4.1.17	Must retain prior year's membership data for comparative reporting purposes.	

4.2	<u>Membership/ Pass – Processing</u>	Response
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4.2.1	Pass registration option to process by customer or individual member.	
4.2.2	Option to assign pass/membership numbers automatically or manually.	
4.2.3	System must be able to sell a family pool pass in one step.	
4.2.4	Unlimited membership types are allowed for each member. A single ID card must be all that is required.	
4.2.5	Unique waiver/contract is required for each pass/membership type that will print with the sale of a membership. The contract must be able to have "mail-merge" functionality from the database.	
4.2.6	In one operation, the system must be able to capture photos on multiple workstations and print a paper or PVC plastic ID card using one or more printers without having to use third party software, as a by-product of selling a membership. Please provide all necessary photo ID Card hardware requirements, including cameras, printers and supplies.	
4.2.7	System must have an option for use of Key FOB ID Cards and/or be able to use preprinted third party ID cards in the proposed software.	
4.2.8	During a member visit, a pass or ID card holder must be able to sign in by name or number, or by swiping a bar coded or magnetic stripe coded card through a reader. The system should automatically check for an expired or suspended pass or ID card, display the member image (if desired), play the appropriate sound file (good visit/bad visit or happy birthday) then allow the optional entry of a visit purpose, guest fees, and/or additional member entry fees.	
4.2.9	System includes a minimum time between member visit check. Example: A member's swiped card cannot be swiped again for X minutes.	
4.2.10	Membership visit check-in using touch screen configuration as an option.	
4.2.11	Ability to display member notes and alerts during check-in process.	
4.2.12	Visitations must be tracked and reported by hour, by day, and morning/evening.	
4.2.13	The system should automatically update the members visit history as well as the membership type totals with no manual posting, for each visit processed.	
4.2.14	Must be able to note a purpose during the swipe/entry process.	
4.2.15	The system must provide for daily entry (daily use/nonmembers) processing with automatic fee calculation.	
4.2.16	The system should provide for optional receipt printing. System must be able to send receipts to customers via email with no additional steps.	
4.2.17	The system must track pass suspensions with a date range for the suspension.	
4.2.18	Must be able to re-print lost or destroyed passes (ID Cards). System must automatically inactivate the lost card (rendering it unusable).	
4.2.19	System must provide for membership renewals.	
4.2.20	System must provide for membership cancellations, with refund options.	
4.2.21	System must provide for membership transfers of one membership type to a different type.	

4.2.22	System provides for Mobile device/handheld interface allowing for remote location and mobile visit check-in tracking. Member image validation is required on the mobile device unit as well. Must include ID card swipe capability with the mobile device/smartphone unit.	
4.2.23	System must have the ability to track membership check-in while in any screen. Example: You are conducting an activity registration; the member check-in can happen without leaving the registration process.	
4.2.24	System must provide for updating charges/fees, payment reversals, partial refunds, partial payments and credit balance refunds.	

4.3	<u>Membership/ Pass</u> – Reports & Inquiries	Response
4.3.1	Must print a pass member report, listing all members by pass type, membership date range, with or without addresses and show for each member: name, primary guardian, membership date, expiration date, status, amount due and pass membership type.	
4.3.2	Pass visit history report, with summary or detail option, showing visits by individual and/or in total, by type or by date with graph option.	
4.3.3	Unique family pass report, showing the number of unique families that are registered for memberships, by type.	
4.3.4	Membership analysis report, showing how many new and renewed members, how many expired, and total revenue by pass type.	
4.3.5	Membership fee analysis reports must be provided that show revenues for any membership sales date range, by membership type or member.	
4.3.6	Daily visit/entry report, showing the number of visits by hour, by membership type for any date range.	
4.3.7	Visit entry (usage) reports by location must be provided.	
4.3.8	Membership comparative report, showing monthly attendance and revenue totals by membership type for current and previous year with variance included.	
4.3.9	Provide a listing of all members with a balance—credit or debit.	
4.3.10	Print and track membership installment bills, with statement option.	
4.3.11	Ability to reprint member ID cards directly from member file. Simultaneously must also allow for the update of the members photo/image.	
4.3.12	Provide marketing reporting feature to target specific demographic groups by creating labels and personalized letters for mailing. This capability must provide multiple selection criteria, such as membership type range, pass number range, membership dates, expiration date, minimum balance owed, and demographic codes to include/exclude. Must include direct email capability.	
4.3.13	Must be able to print invoices for membership billing purposes.	
4.3.14	Software must include on-screen, information-based viewing capabilities. The ability to inquire about membership information—but not make changes—is required.	
4.3.15	Inquiry view of all pass members on screen. To include: name, membership type, membership & expiration dates, age, gender, etc.	
4.3.16	Provide inquiry by customer/member file with visit history view.	

4.3.17	Inquiry by membership type offered, showing membership fees and renewal fees.	
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5. League Scheduling

5.1	<u>League Scheduling</u>	Response
5.1.1	The system must provide for the scheduling of any number of leagues with normal regular season, round robin, and single and double elimination tournament league types and must be able to create single game to entire league doubleheader schedules.	
5.1.2	League data must contain the following:	
	League beginning and ending date	
	An extension play date, used for scheduling cancelled games	
	Beginning and ending times, and days of the week for league play	
	Restrictions for gender, age, residency (i.e., team residency based on percentage of residents on team) and option to require that all participants have an active membership	
	Number of officials, and official sport type scheduling feature (code)	
	Number of rounds to be played for the league	
	Number of teams in the league	
	Number of games each team will play	
	Minutes (duration) of the game (or game series), including set-up minutes needed	
	Custom league Waiver (with option of one per team or one per player)	
	Team seed or standing (with scoring capability)	
	Allow for setting up and tracking user-defined individual statistics, such as batting average, points per game, rebounds, assists, etc.	
5.1.3	Allow for up to nine league fee line items, with each fee capable of being linked to the same or separate general ledger account code. Must be able to track an annual fee across multiple seasons.	
5.1.4	System must allow for unlimited schedule exemptions by team, by facility and for the entire league. Exemptions are times when either the team, the facility, or the entire league will not be able to play. The schedule for the league needs to be adjusted to meet the exception when creating the game slots.	
5.1.5	System must maintain the following team and member data:	
	Team name	
	Primary contact, address, email address, and phone number	
	Secondary contact, address, email address, and phone number	
	Exempt times and exempt dates	
	Team record and winning percentage	
	Team colors and home facility	
	Missed games & team fee balances	
	Team members names, addresses, email addresses, birthdays, gender, and phone numbers (with notes)	

	Capability to track and maintain individual team member statistics	
	Team members may be selected from the central database of households and members	
5.1.6	Multiple facilities with unique times for each may be linked to each league. Example: five different fields are used for the men's softball league.	
5.1.7	System must provide for tracking player attendance at league games.	
5.1.8	System must provide for league schedule template import and customization (user-defined schedule templates).	
5.1.9	Unlimited numbers of officials and referees can be set up and tracked with qualifications exemption times and pay rates entered.	
5.1.10	Multiple officials may be assigned to a league, by officiating sport code/qualification.	
5.1.11	System provides for the import of league and team data from the program registration function in the software. Enrollments may take place in the program registration module, then automatically feed the league scheduling module the information creating team rosters without having to duplicate data entry.	

5.2	<u>League Scheduling – Processing</u>	Response
5.2.1	Software must automatically reserve/book facilities during the schedule generation.	
5.2.2	System will schedule any number of officials for each game.	
5.2.3	System will balance home/away and time slots when creating the schedule.	
5.2.4	System must allow manual adjustment to a league schedule to meet any special requirements. Allows for adjustments to any game in the schedule.	
5.2.5	System provides for game flop—quick change feature that will switch/swap two games. Drag and drop game schedule adjustment feature is desired.	
5.2.6	System provides ability to cancel games, then reschedule.	
5.2.7	System identifies any facility conflicts during the scheduling process.	
5.2.8	Ability to enter/post scores of games/contests which automatically updates league standings programs and reports.	
5.2.9	System provides for Mobile device/handheld interface allowing for remote location and mobile league attendance tracking.	
5.2.10	System must allow for creation of tournament brackets at the end of the regular season based on league standings.	
5.2.11	System must allow for team registrations for leagues. Team players must also be tracked.	
5.2.12	System allows for league payments and reversals.	
5.2.13	System must allow deleting of one or more teams from a league, and then automatically regenerate a new schedule.	

5.3	<u>League Scheduling – Reports & Inquiries</u>	Response
5.3.1	Summary and detail league set-up information reports.	
5.3.2	Software must produce league team rosters.	
5.3.3	Software must produce officials schedule reports, and officials information listings.	
5.3.4	League revenue reports, must be available to display revenues/fees for each league	
5.3.5	League statistics report, to verify balanced league schedules.	
5.3.6	Software must produce league standings reports	
5.3.7	League results report must be provided that shows final scores as posted.	
5.3.8	Software must provide a multi-league master schedule print.	
5.3.9	Team schedule print outs, listing all games and times for a team.	
5.3.10	League schedule print outs, listing all game and times for the entire league.	
5.3.11	Tournament bracket print—both single and double elimination. Must be able to generate a generic tournament bracket print out (requiring no league setup) for one day.	
5.3.12	Balance due listing, which includes all the teams with a balance due (i.e., owing money).	
5.3.13	Provide the ability to print mailing labels, letters and direct email messages to league coaches, players, and officials.	
5.3.14	Provide marketing reporting feature to target specific demographic groups by creating labels and personalized letters for mailing. This capability must provide multiple selection criteria, such as League range, current leagues or prior leagues, team captains/coaches, players, minimum balance owed, demographic codes to include/exclude. Must include direct email capability.	
5.3.15	Software must include on-screen, information-based viewing capability.	
5.3.16	The system must allow for inquiry into the league team/roster information.	
5.3.17	The system must allow for inquiry into officials data and schedules.	
5.3.18	The system must allow inquiry/viewing into league game schedules.	

6. Point of Sale/Inventory Control

6.1	<u>Point of Sale</u>	Response
6.1.1	System must allow for the sale of inventory items (with full inventory control), miscellaneous sale items, tickets, and services.	

6.1.2	Any items sold in point of sale must be able to be linked to any revenue account number.	
6.1.3	Allow up to nine thousand, nine hundred and ninety nine (9999) sales category/transaction codes.	
6.1.4	System should provide a sales tax option for each sales/transaction code.	
6.1.5	Must be able to link default price and sale quantity to each unique transaction code.	
6.1.6	System must allow for up to a 15 character, user-defined, alpha-numeric code for each inventory item. Each trans code may have as many of these inventory items associated with it as needed. System must be able to handle millions of inventory items. Example: The trans code is clothing and there are 300 unique, individual clothing inventory items.	
6.1.7	Ability to link multiple UPC codes to each inventory item.	
6.1.8	Must automatically maintain inventory data such as quantity on hand, reorder point, normal stocking level, and quantity on order.	
6.1.9	Each inventory item must maintain a last sold date.	
6.1.10	Must track sales history for at least 24 months.	
6.1.11	Must have the ability to link a storage location identifier (Bin) to each inventory item.	
6.1.12	Option to set retail price manually, or automatically by flat markup % based on cost, or by margin.	
6.1.13	Allow for a sale date range with an associated sales price to automatically apply during dates entered.	
6.1.14	Maintain average cost of inventory items and last cost for items.	
6.1.15	Ability to associate vendors (with primary vendor toggle) for each inventory item.	
6.1.16	Inventory pricing allows for adjustments in default price based on time of year and time of day—automatically.	
6.1.17	Must allow linking an inventory item to sub inventory items, in order to accurately manage inventory quantities while selling items that are made up of smaller stocked inventory parts.	
6.1.18	Capable of creating and tracking unlimited number of tickets.	
6.1.19	Ability to link each ticket type to its own revenue account code.	
6.1.20	Ticket printing feature with customizable ticket layout options.	
6.1.21	Up to five (5) separate blocks of sequentially numbered tickets may be linked to each ticket type.	
6.1.22	Ability to conduct inventory count/update in real-time via Mobile device/smart phone. Must offer UPC scanning capability for mobile device based physical count update.	
6.1.23	A begin and end sale date range may be associated with each ticket type.	
6.1.24	Each of the following commission types may be associated with the ticket sales. Each ticket type may be assigned a commission type for remittance of ticket revenue to the vendor:	
	Flat amount of sale price	

	Percentage of sale	
	Flat cost remittal	

6.2	<u>Point of Sale/Inventory Control</u> – Processing	Response
6.2.1	The system must allow for the sale of an unlimited number of line items for each transaction.	
6.2.2	Inventory counts must automatically be updated when an item is sold in the point of sale process.	
6.2.3	Must allow for the selection of the item/service/ticket to be sold by each of the following four methods:	
	Selecting the item from a list	
	Barcode (UPC or other) scanning	
	Programmable keyboard or keypad	
	Touch screen sales interface. Touch Screen layout must be customizable.	
6.2.4	Must allow for an assigned global discount, which would then automatically discount all items for a given day.	
6.2.5	System must allow for an item discount at the time of sale.	
6.2.6	Touch screen sales must allow for unlimited number of drill-down screen layouts, to accommodate any number of inventory items at the point of sale.	
6.2.7	Touch screen option for POS sales screen must allow for user-defined touch buttons—size, color, function, type.	
6.2.8	System must provide the option to print or not print receipts.	
6.2.9	System must allow for the return of an item, which then automatically adds the item back into inventory.	
6.2.10	System must allow for the deletion (void) of a single item during a transaction, without having to start the transaction over again.	
6.2.11	System must provide for Open Ticket processing. Example: Restaurant sit-down table service.	
6.2.12	System includes complete tip processing.	
6.2.13	System provides ability to print receipts in multiple locations (specific to item sold). Example: Grill items printed on kitchen printer, drink items printed to the bar printer.	
6.2.14	System must have the ability to sell and redeem gift certificates. System must maintain gift certificate balance and all transaction history associated with each certificate.	
6.2.15	System must provide the option to link a transaction to a customer for reporting and statistical purposes.	
6.2.16	System must provide for coupons or discounts, with the ability to discount a flat dollar amount or a percentage amount. In the case of a percentage, must be able to take percentage of last item sold (in the current transaction) or all previous items sold (in the current transaction).	

6.3	<u>Point of Sale/Inventory Control</u> – Reports & Inquiries	Response
6.3.1	System must generate an inventory listing with item numbers, descriptions, unit of measure and current inventory levels.	
6.3.2	The system must provide an inventory price list.	
6.3.3	The system must provide an exception reorder report that lists all inventory that is at or below normal stock levels.	
6.3.4	Software must provide physical count worksheets, including item number and description, with Bin location and room for physical count to be entered.	
6.3.5	Must provide an inventory valuation report that shows cost value, sales value and margin value.	
6.3.6	Software must provide inventory sales comparison report that shows year to date sales versus last year to date sales, with differences, broken out by month.	
6.3.7	Sales tax report, listing all sales tax revenues.	
6.3.8	Sales history report for any inventory item or range of items for any date or date range showing sales information including receipt #, sale amount, margin and cost of goods sold.	
6.3.9	Sales history by item, showing all transactions affecting an individual item.	
6.3.10	System must include a cost of goods sold report that shows quantity sold, average sale amount, average cost, total sales, margin and COGS for any date range and inventory item range.	
6.3.11	Report that lists items that are selling well and those inventory items that are not selling well.	
6.3.12	System must provide for summary sales reports, showing net of all sales for any date, time and employee range.	
6.3.13	Hourly sales reports must be provided, which display sales information for inventory based on the time of the transaction.	
6.3.14	Household inventory sales report showing purchases by each customer—if sales have been associated to the customer at the time of receipt.	
6.3.15	Ability to target demographic group by type of items purchased and create mailing labels, letters, and/or emails for each group.	
6.3.16	System must allow for customizable POS sales reports with total user control of all included sales items.	
6.3.17	Ability to associate a marketing code (e.g., Zip code) at the time of purchase, and then use this code for demographic and marketing reports.	
6.3.18	Software must allow for viewing of transaction code information, including budget information.	
6.3.19	Software must allow for viewing of inventory item information, including quantity sold and budget information.	
6.3.20	Software must allow for viewing of ticket information, including detailed ticket setup information.	

7. Trip Management

7.1	<u>Trip Management</u>	Response
7.1.1	Must be able to manage the booking of a reservation on a trip/excursion.	
7.1.2	Each trip is assigned with a unique identifier (ID).	
7.1.3	Each trip has a departure and return date, and departure and return time.	
7.1.4	Each trip is assigned a minimum count and maximum count. Overrides are allowed if user has override capabilities.	
7.1.5	Trip comments may be assigned, which then print on the customers receipt. Each trip is allowed a separate, unique comment code. Comment length is unlimited.	
7.1.6	The operator should be alerted if a tickler comment is assigned, to provide information to the customer prior to the completion of the reservation.	
7.1.7	System allows for the association of custom questions to each trip. These questions will be presented during the trip registration.	
7.1.8	System allows a specific rules/contract letter to be linked to each trip. This rules form will then print with the receipt.	
7.1.9	Multiple fees may be assigned to each trip, each with the capability of being assigned to a separate, unique general ledger revenue code.	
7.1.11	Multiple fee types may be associated to a trip, allowing for automatic fee adjustment based on customer record/type.	
7.1.12	Print custom trip tickets.	

7.2	<u>Trip Management – Processing</u>	Response
7.2.1	At the time of the booking, allow for selection of the trip from a pick list.	
7.2.2	System must allow the entry of the desired number of bookings. Any number of slots/openings for the trip may be booked at one time.	
7.2.3	System must allow for a single individual to purchase 10 (or X number) of trip slots, <u>without</u> having to enter 10 individuals names.	
7.2.4	System should allow the entry of an optional marketing code to track demographic information at the time of registration.	
7.2.5	System must allow for the editing/adjusting of fees.	
7.2.6	Operator is allowed to add miscellaneous notes concerning the booking.	
7.2.7	System provides detailed trip reservation receipt with dates, times, comments, fees, receipt number, payment information, etc., which may be emailed to participant.	
7.2.8	System must allow for changes or cancellations to a previous/existing trip booking.	

7.3	<u>Trip Management</u> – Reports & Inquiries	Response
7.3.1	Trip roster report, listing participant information, dates, times and enrollment notes.	
7.3.2	Trip listing, including date, time, and details for trips selected.	
7.3.3	Provide for a trip mailing label, letter and email capability. This feature should allow for multiple selection criteria to target a specific demographic group.	
7.3.4	System allows for displaying all trips, showing departure dates/times, minimum/maximum counts, enrolled, and miscellaneous comments.	
7.3.5	Trip roster view/inquiry, showing participant information, dates, times and enrollment notes.	

8. Incident (Accident) Reporting

8.1	<u>Incident Reporting</u> – Data Management	Response
8.1.1	The system must have the capability of entering required data, then tracking and reporting on incidents or accidents that have occurred.	
8.1.2	Any number of incidents may be tracked.	
8.1.3	Each incident should include the date and time of issue.	
8.1.4	Incident info must include location of accident, condition of location, victims name, address, phone numbers, and victim's guardian(s).	
8.1.5	Data fields for description of injury, department personnel involved, and names of witnesses.	
8.1.6	Additional fields for tracking how the injury/incident occurred, first aid administered, and arrangements/actions taken.	
8.1.7	Ability to add unlimited follow up comments to an incident at any time.	

8.2	<u>Incident Reporting</u> – Reporting & Inquiries	Response
8.2.1	Summary incident report, summarizing report information.	
8.2.2	Detailed incident report, detailing all issues/information including comments.	

8.2.3	Incident status report, showing status of accidents (pending, active, closed, etc.).	
8.2.4	Allow for on-screen inquiry/viewing only of incident information.	

9. Internet/Online/Mobile Applications

9.1	<u>Internet/Online/Mobile Applications</u>	Response
9.1.1	System allows for REAL-TIME access directly to the central recreation database. Transactions are complete in one operation, with rosters, financials, schedules, demographics, and statistics automatically updated.	
9.1.2	The system controls online access to the database via customer ID and password.	
9.1.3	System controls what database information is allowed for online viewing and/or processing. Information (for web display and use) only needs to be managed once.	
9.1.4	System can process at least one thousand (1000) simultaneous web transactions.	
9.1.5	System must use SSL certificates	
9.1.6	Must have the ability to accept both credit cards and electronic check payments.	
9.1.7	Daily credit card settlements should be deposited directly into City accounts.	
9.1.8	Proposed software application meets the PCI/CISP credit card industry Payment Applicator Best Practices specifications.	
9.1.9	Proposed software shall integrate with the City's financial software.	
9.1.10	System allow for customers to view their shopping history and reprint old receipts.	
9.1.11	System allows for customer to update file information (address, phone, emails, etc.) and pay off existing balances.	
9.1.12	Online system functions are controlled in the central recreation system/database. No duplication of data is required.	
9.1.13	Guest log-in function must be available, allowing for non-department members to access the information in a view-only environment.	
9.1.14	Must provide for an option for employee access to the system via the Internet for general system functions such as reporting, inquiring and daily processing. This feature must allow for employees with nothing more than an internet connection the ability to work with the software.	
9.1.15	Ability to have images, videos, and graphics display on the website.	
9.1.16	System allows for online program registration.	
9.1.16a	System allows for detailed program information—current counts, comments, fees, dates, times, instructors, holidays and ages.	

9.1.16b	System must allow for online lottery program registrations.	
9.1.16c	System must allow for controlling the number of registrations that are allowed via the Internet. Example: If the program has a max count of 25, must be able to set the max number of enrollees via the internet to 15 (reserving 10 slots for walk-ins/mail-ins).	
9.1.16d	System must have a method for calculating automatic enrollment discounts for the enrollment of second or third child into the same session or program type.	
9.1.16e	System must control the dates and times allowed for online registrations by program, and by customer residency type.	
9.1.16f	System must include a detailed program search function allowing for customers to search for programs online. Flexible keyword search capability is required.	
9.1.16g	System displays waivers/hold harmless agreements (unlimited formats) with “I Agree” “I Disagree” buttons for customer input. If the customer selects the “I Disagree” option, the registration process is not completed.	
9.1.16h	System will present custom program questions during the online enrollment process.	
9.1.16i	Detailed program registration receipts are provided in PDF format both onscreen and directly emailed to the customers email address.	
9.1.17	System allows for online facility reservations.	
9.1.17a	System allows for detailed facility information to be displayed including schedules, comments, fees, and facility images.	
9.1.17b	System must include a detailed facility search function allowing for customers to search for available facilities online. Search criteria include types, locations, amenities, keywords, dates, times, headcounts, and day(s) of the week.	
9.1.17c	System must control which facilities are allowed/available for online booking.	
9.1.17d	System must control minimum and maximum days in advance that a reservation can be made.	
9.1.17e	Facilities may be setup to allow for online schedule viewing only—no online reservations allowed.	
9.1.17f	Facility setup allows for associating an online picture or video.	
9.1.18	System allows for online membership processing/sales.	
9.1.18a	System must allow for online membership renewal processing.	
9.1.18b	System allows for detailed membership information to be displayed including description of membership, fees, age criteria, and valid membership dates.	
9.1.18c	System displays waivers/hold harmless agreements (unlimited formats) with “I Agree” “I Disagree” buttons for customer input. If the customer selects the “I Disagree” option, the membership process is not completed.	
9.1.18d	System must control which memberships are allowed/available for online registration.	

9.1.18e	Ability to track membership check-in/online visit processing with complete membership validation and daily entry processing.	
9.1.18f	Current members may view existing memberships and expiration dates.	
9.1.19	System allows for online league processing.	
9.1.19a	System allows for detailed league information to be displayed including league and team schedules, game times and dates, game locations, and posted game scores.	
9.1.19b	System must allow for the posting of league scores (game results).	
9.1.19c	System must include real-time league standings view.	
9.1.19d	System must allow for online league sign-up/registration processing.	
9.1.19e	System must allow for controlling which leagues are allowed/available for online registration and viewing.	
9.1.20	System allows for a graphical display of rental sites online, displaying availability (both open and booked sites). The graphical display must allow the patron to make site reservations directly from the display.	
9.1.20a	We desire a unique design for our online brochure (we have very specific information and format specifications for our online brochure). Proposed solution should include an option for a custom online brochure. Please include the cost (if any) for the custom design in the pricing section of the bid response.	

Appendix C

Sample documents used by the City are available for download from the City of West Des Moines RFP and Bid Posting webpage at <http://www.wdm.iowa.gov/Index.aspx?page=851>